



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

NORM WAITT SR. YMCA JOB DESCRIPTION

Job Title: **Building (Engagement) Supervisor**

FLSA Status: Non Exempt

Status: Part Time/Full Time

Reports to: Member Engagement Director

Department: Membership

Revision Date: November 12, 2018

POSITION SUMMARY:

Operating within the policies, procedures, and practices of the Norm Waitt Sr. YMCA, this position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living, and social responsibility. Engages and delivers excellent service to all staff, members, guests, and program participants. Responds to staff, member and guest need to ensure the Y is meeting its mission. This position is the supervisor of all staff and the building while Directors, Coordinators, and other lead staff are not present.

VISION:

We enhance lives by intentionally offering a welcoming and inviting experience, building genuine relationships and serving to exceed members', guests', staff and the surrounding community's expectations. Strengthening our community is our cause.

ESSENTIAL FUNCTIONS:

1. Promotes a positive, professional and welcoming atmosphere by providing excellent service to members, guests, and program participants either by phone or as they enter the Y or upon leaving the Y. This contributes to member retention.
2. Exemplify the YMCA's mission and core values; caring, honesty, respect, and responsibility.
3. Serves as a facility leader.
4. Supervises activity of staff, members, and guest in the facility.
5. Monitors facility to ensure a safe, hazard-free environment.
6. Provides direction, guidance and rule enforcement for staff, members, and guests.
7. Knows emergency procedures and be able to demonstrate them.
8. Responds to and handle all emergency situations according to procedures.
9. Enthusiastically greets members and guests throughout the building.
10. Conducts tours responsive to the needs of prospective members; sells memberships.
11. Provides support for lifeguards in regards to pool chemicals, pool closing, hot tub chemicals, and hot closing.
12. Builds authentic relationships with members; helps members connect with one another and the YMCA.
13. Handles and resolves membership concerns and informs the supervisor of unusual situations or unresolved issues.
14. Applies all YMCA policies and procedures.
15. Demonstrate professional conduct and image at all times.
16. Serves as a healthy lifestyle role model for members and staff.
17. This position is the direct line of communication between the day and evening staff and/or weekends as well as the communication between staff and supervisors.
18. Perform additional duties as assigned by the supervisor or designated staff person.

YMCA COMPETENCIES (Team Leader):

Mission Advancement: Models and teaches the Y's values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

The Y: We're for youth development, healthy living, and social responsibility.

Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance, and support.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

Personal Growth: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

REQUIREMENTS AND QUALIFICATIONS:

1. At least 18 years of age.
2. High School diploma or equivalent.
3. Communicate the Y-Voice; demonstrating determination, genuine concern, a welcoming attitude, hopefulness and a nurturing spirit.
4. Excellent interpersonal and problem solving skills.
5. Work with minimal supervision, taking initiative to assist in developing others.
6. Ability to relate effectively to diverse groups of people from all social and economic segments of the community. Ability to develop positive, authentic relationships with people from different backgrounds.
7. Previous customer service, or related experience.
8. Good knowledge of computers and Microsoft Office.
9. CPR, First Aid, AED certifications and Child Abuse prevention training within 30 days of hire date.
10. CPO certification within 90 days of hire date.
11. Understands the YMCA is a public accommodation committed to inclusion and compliance with the Americans with Disabilities Act (ADA).

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; talk and hear. The employee is occasionally required to sit, stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to focus.

EFFECT ON END RESULT:

- The Y will be recognized by the community as providing consistently excellent service, a safe and inviting environment for all.
- The Y will effectively connect and build a relationship with its members and the community, increasing member enrollment and retention and ultimately increasing the number of people positively impacted by the Y.

SIGNATURE:

I have reviewed and understand this job description.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____